North Carolina Department of Administration Information Technology Plan FY 2007-2009

THE MANDATE

§ 147-33.72B. Planning and financing State information technology resources.

(a)   In order to provide a systematic process for meeting the State's technology needs, the State Chief Information Officer shall develop a biennial State Information Technology Plan (Plan). The Plan shall be transmitted to the General Assembly by February 1 of each regular session.

(b)   The Plan shall include the following elements:

    (1)   An inventory of current information technology assets and major projects currently in progress. As used in this subdivision, the term "major project" includes projects subject to review and approval under G.S. 147-33.72C, or that cost more than five hundred thousand dollars ($500,000) to implement.

    (2)   An evaluation and estimation of the significant unmet needs for information technology resources over a five-year time period. The Plan shall rank the unmet needs in priority order according to their urgency.

    (3)   A statement of the financial requirements posed by the significant unmet needs, together with a recommended funding schedule for each major project currently in progress or recommended for initiation during the upcoming fiscal biennium.

    (4)   An analysis of opportunities for statewide initiatives that would yield significant efficiencies or improve effectiveness in State programs.

(c)   Each executive agency shall biennially develop an agency information technology plan that includes the information required under subsection (b) of this section. The Office of Information Technology Services shall consult with and assist agencies in the preparation of these plans. Each agency shall submit its plan to the State Chief Information Officer by October 1 of each even-numbered year. (2004-129, s. 2.)

THE PLAN

Chapter 1—DOA's Strategic Business Initiatives and Major Business Requirements

1.   **Our Statutory Charge**
The Department of Administration, often referred to as the "business manager" of state government oversees such operations as the acquisition and disposal of real property, building construction, purchase and contract of goods and services with an emphasis on historically underutilized businesses, the disposal of state and federal surplus property, management of state owned vehicles, parking, processing and delivery of mail, facility maintenance, and police protection for state government property.

Additionally, DOA hosts a variety of boards and commissions that advocate for citizens of North Carolina including the Governor's Advocacy Council for Persons with Disabilities, NC Human Relations Commission, NC Commission of Indian Affairs, NC Council for Women, Historically Underutilized Business Office, Youth Advocacy and Involvement Office, and the Domestic Violence Commission. Other citizen service organizations within the department include Veterans Affairs and Non-Public Education. Additionally, the department is home to the Agency for Public Telecommunications.

2.   **Our Mission**
To provide high quality services effectively, efficiently and economically for our customers who are the citizens, agencies and communities of our state.

3.   **Our Vision**
Through the amalgamation of effective leadership, sound management and exceptional customer service, DOA seeks to achieve:
- efficiency in the operation of government business processes;
- effective partnerships with our sister agencies in government; and
- excellent service to those citizens who need assistance and advocacy services.

4.   **Our Operational Directions and Results**
Many of the business operations performed in DOA depend on sound technology infrastructure. Much of the business of DOA is accomplished in the following divisions:

- Purchase and Contract is the central purchasing authority for state government and certain other entities, including cities and counties. At the end of September 2006, contracts for goods and services had exceeded $800 million for the year.

- The State Construction Office directs the state's capital improvement program. State Construction is currently responsible for 1,773 projects in design and construction, valued at $7.6 million.

- The State Property Office is responsible for state government's acquisition and disposition of all interest in real property.

- The Division of Veterans Affairs assists veterans, survivors, and their families in the presentations, processing, proof, and establishment of claims, privileges, rights, and benefits, as they may be entitled under federal, state, or local laws. There are more than 750,000 veterans living in North Carolina. Combined with the survivors and dependents, this Division provides assistance to approximately 35% of the state's population.

- The Division of Non-Public Education oversees private schools and home schools in North Carolina. This Division monitors over 33,000 non-public schools.

- The Division of Motor Fleet Management purchases, maintains and repairs state-owned vehicles that are permanently assigned to state agencies or that are available in a centralized location to state employees in the performance of their official duties. Alternative fuel vehicles comprise more than 35% of the total fleet of over 8,500.

- The Division of Facility Management provides maintenance and repairs services to the state government complex as well as other facilities in outlying areas around the city of Raleigh. This Division provides maintenance and repair to 146 buildings and over 3,064 pieces of equipment.

The business of the DOA, therefore, touches not only other government agencies and institutions but also many of the citizens of the State. Technology plays a major role in allowing the department to conduct its business in an efficient and effective manner.

5.   Technology Control Drivers
DOA as well as other state agencies will need to address technology expectations associated with statewide requirements and initiatives.

a.   IT Consolidation
On July 1, 2006, DOA, along with the Governor's Office, the Lieutenant Governor's Office, the Office of State Personnel and the Office of State Budget and Management, became a part of the first phase of a statewide agency consolidation project. DOA IT staff were transferred to ITS, and DOA centralized its entire IT applications staff into one division. As DOA now focuses on its internal applications and their relationship to the business of the

department, ITS will take over maintenance of the computer hardware.

b.   BEACON project
Under the direction of the State Controller's Office, the state is preparing for the implementation of a new HR/Payroll system. The project is currently in the design phase. Each agency must have its internal technology and associated processing in place in order to utilize the system when it goes online in 2008.

c.   NCID – North Carolina Identity Management
Single User ID for all business transactions within the State of North Carolina will be utilized in remediation of existing applications.

Chapter 2—Requirements for Transitioning Existing IT Activities/Resources

1. Current projects
DOA is implementing a new Motor Fleet system effective January 2007. Additional phases for this project are planned into the beginning of fiscal year 2007-2008.   Likely, there will be adjustments to projects within the planning year 2007-2008. These will be determined when the new CIO is hired. Project changes will be managed within the UMT/PPM tool as they are identified.

2. Applications
DOA has thirteen applications identified for remediation in the UMT/Application Portfolio. Three of these applications are being retired and two are in the process of being replaced with a scheduled implementation of January 2007. Additional projects being funded were: The HUBSCO project that was identified as needing remediation received funding in fiscal year 2005 -2007. Also, funding was requested and received in 2006-2007 fiscal year for the Surplus Property Disposal System. This is a new business initiative requested by the legislature to identify surplus land or buildings owned by the state.

3. Infrastructure Assets
The hardware infrastructure and standard desktops have been moved to a consolidated structure under ITS.

4. Operations /IT Management
With the consolidation of IT services referenced above in Chapter 1, Sect. 5a, DOA will continue to experience a paradigm shift in the provision of IT

services. Since ITS is handling desktop services, the implementation of an iWise ticket system as been introduced in order for DOA employees to request IT service. Ongoing training will be required in order to familiarize all DOA employees with the process for creating a ticket or requesting service. Furthermore, ongoing training and consultation will be required between DOA and ITS to ensure that there is a meeting of the minds with regard to the array of billed services that are consequent to the consolidation effort.

With the IT consolidation, DOA can focus strictly on the business of the department and the technical applications and programs needed to carry out its mission. In that regard, DOA has consolidated its applications staff into one central division; prior to consolidation several divisions employed staff dedicated to maintaining the computer applications needed to run specific divisions. The consolidation of the applications staff allows for cross training and collaboration among the applications staff. A new IT Center Manager has been hired to lead this division.

5. **Human Resources**
    With the realignment and restructuring of DOA's Management Information Systems (MIS) division, resources will likely be needed to provide adequate training for the applications staff to ensure that skills sets are comparable among the staff. Also, ongoing training will be needed between the ITS staff assigned to service DOA desktops and the MIS division to ensure that adequate referral procedures are in place when service calls are improperly directed by DOA staff.

Chapter 3 --- IT Specific Economic-Driven Requirements or Opportunities

With the implementation of the technology initiatives set out above as well as the institutionalization of the consolidation effort in DOA, it is our expectation that the economics of IT service delivery will be enhanced significantly. Cost accounting will be emphasized greatly during the 2007-2009 biennium. Standardization, cross training, consolidation and resource sharing will be monitored closely for the achievement of maximum fiscal benefits.

Chapter 4 --- IT Initiatives Developed From and Aligned with Plan Drivers

With IT consolidation being so new within DOA, management will seek to monitor the processing, effectiveness and cost of the consolidation effort before commitments are made for any major initiatives that support our business objectives. DOA will prioritize all initiatives upon a review of the resources required, both human and fiscal, and after an assessment of the criticality of the initiative to the operation of the Department.

Several business units within DOA will require upgrades or new application initiatives during the 2007-2009 biennium. They are as follows:

a. **Mail Service Center (MSC)**
It is anticipated that MSC will upgrade its billing application from a non-secure Windows 98 environment during the 07-09' biennium. ITS input and assistance will be needed in order to determine both technology needs as well as technical requirements. The billing application would need to be rewritten or a new application created. Approximate cost for the rewriting or re-creation is unknown at this time. The current mail metering system is antiquated and would need to be replaced to modernize the system. Preliminary estimates reveal a cost of approximately $155,000.

b. **State Capitol Police (SCP)**
The SCP will have three major business initiatives: (1) to equip a mobile command vehicle with all essential laptop, desktop, and mobile data computers, along with emergency telephone and radio communications; the cost would be approximately $10,000; (2) to equip the SCP substation with two additional desktop computers; the cost would be approximately $1,500; (3) to replace the antiquated SCP Communications Center telephone and emergency radio system; the cost would be approximately $100,000.

c. **State Property Office (SPO)**
The SPO's major initiative is the development of a surplus real property system. This system will prepare real estate portfolios and utilization surveys of state owned and leased real property. The only immediate technology need would be server storage space. The cost of the project is approximately $900,000. $400,000 has been appropriated by the legislature for 2006-2007.

d. **State Parking Systems Division**
State Parking will have two major initiatives. (1) A new parking deck, housing approximately 1,200 spaces, will be constructed in the downtown Government Complex. The estimated cost for the automation of the equipment for the parking deck is approximately $250,000. (2) There is a need for the current parking computer system to be updated. The current system does not interface with the Fiscal Management Division within DOA. Assistance will be needed from the DOA application staff as well as ITS in order to identify the needed business requirements and technical infrastructure. Therefore, a cost estimate is not included.

e. **Purchase and Contract (P&C)**
Enhancements are needed to P&C's Interactive Purchasing System (IPS). The system is currently used to notify potential bidders of commodity requirements. It is also used to make bids available to state agencies, universities and community colleges through an electronic means. The current system was designed circa 1998. Assistance will be needed from the DOA application staff as well as ITS in order to identify the needed business requirements and technical infrastructure. Therefore, a cost estimate is not included.